

11-4-04

Approved

MEETING MINUTES
STATE CONSUMER AND FAMILY ADVISORY COMMITTEE
October 15, 2004

Present: Jere Annis, Carl Britton-Watkins, Terry Burgess, Pete Clary, Zack Commander, Sandy DuPuy, Ron Huber, Kathleen Herr, Ed Masters, Doug Michaels, Ellen Perry, Ham Poe, Barbara Richards, Katie Sawyer, Betty Stanberry and Amelia Thorpe.

Absent: Ben Jones.

Resigned: Derl Bruce and Paula Wagner have resigned from the SCFAC.

DHHS Staff Present: Yolanda Hunter, Cathy Kocian, Chris Phillips and Ann Remington.

Guests: Dennis Knasel, Bonnie Morrell, Steve Pocklington and Karen Stallings.

1. Welcome

- .. Reminder that the next meeting will be held in Winston Salem. Those needing hotel accommodations will be staying at the Holiday Inn Select.
- .. In the future, all SCFAC members needing/canceling hotel accommodations in Raleigh will need to notify Yolanda Hunter ASAP. Reservations will be made at the Holiday Inn on Capital Blvd. when meetings are held in Raleigh.
- .. It was announced that Paula Wagner and Derl Bruce have resigned from the SCFAC.
- .. DHHS sent notice that the Real Choice Housing Grant was approved for 90% of the funds requested. Barbara Richards read a thank you note sent to the SCFAC from Julia Bick for their letter of support for the grant.
- .. The WRAP presentation has been rescheduled for the morning of the December SCFAC meeting.

2. Approval of Agenda and Minutes

- .. A request was made to add a section to the agenda for new and old business. This was put in the form of a motion and was approved.
- .. Minutes from the September meeting were approved.

3. SCFAC Nomination Process

- .. The SCFAC expressed their preference for filling vacant positions. Rather than limit prospective membership consideration to applications initially received in the SCFAC formation process, SCFAC would prefer that when a vacancy needs to be filled, the Secretary issue a call for applications to increase the pool of prospective members.

4. Communication Protocol

- .. The SCFAC needs to develop a communication strategy with the Executive Leadership Team (ELT) of the Division. It is the intention of the committee to have designated representation (Chair and/or Vice-Chair) for official communications between the SCFAC and the leadership of the Division. The Chair and/or Co-Chair may approve communication between a designated SCFAC member and Division staff when the need for information arises. Discussion resulted in the awareness that Team Leaders in the Division would be the level of staff most often utilized in obtaining information.
- ◆ A motion was made and approved to have a standing SCFAC agenda item be an "ELT report on progress accomplishing the State Plan and current priorities." The SCFAC would like this report to be delivered by an ELT member or their designee.

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- ◆ As Division documents become ready for review, it is important that the SCFAC review the documents to provide input and make recommendations in a timely manner. Communication will occur among SCFAC members between meetings to formulate input and recommendations to the Division which will be approved by the SCFAC at the subsequent meeting. This may necessitate contact with appropriate Division staff for needed clarification as previously discussed.
- ◆ When the SCFAC needs to review a Division document, the Chair and/or Vice-Chair may create sub-committees (with designated leaders) to review the document to create input and recommendations to the Division to be approved by the SCFAC at their next meeting.
- ◆ The SCFAC discussed the importance of receiving input from the local CFACs. The Committee will revisit how this information will be received and addressed.
- ◆ In an effort to improve the timely dissemination of Division information, the Consumer Empowerment Team is working to create a database that will broadcast information to the CFACs. The SCFAC requested that any information communicated be prefaced by a brief description (in consumer-friendly language) of its content.

5. Executive Leadership Team

- .. Bonnie Morrell is the Team Leader for the Best Practice Team in the Community Policy Management Section of the Division. Flo Stein is the Chief of this Section.
- .. Bonnie gave a presentation with handouts on evidence-based practices. She discussed the importance of the consumer-provider relationship. Bonnie said that the principles of the North Carolina Mental Health Reform pre-date and are consistent with the recommendations contained the President's New Freedom Commission Report.
- .. Evidenced-based practices will be part of the Division training once the new service definitions are approved. The Division is hoping for CMS approval by January, 2005 and is planning to implement the new services in July, 2005.
- .. Current issues such as housing and employment, residential care for children, crisis services, rates and provider qualifications are being reviewed at this time.

6. By-Laws Review

- .. The by-laws were amended and all were in favor of the changes made.

7. Rules of Procedure

- .. The sub-committee formed to work on this task (consisting of Pete Clary as lead person and Ellen, Barbara, and Zack as committee members) gave their report.
- .. A motion was made and seconded to accept the Rules of Procedure.

8. Priorities

- .. The SCFAC reviewed the priorities from State Plan 2004, Chapter 4, and grouped them into two categories:
 - Priorities about which the Committee would like to receive information and progress updates from the Division,
 - Priorities the Committee would like to work on.
- .. Group One- Education/Information/Updates:
 - Pg 49 – Advance awareness of customer service throughout the Division to reflect the DHHS Secretary's initiative.

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- Pg 49-Finalize funding formula and plan for the service system.
- Pg 50- Finalize rates for services.
- Pg 51-Provide technical assistance around natural and community supports for non-target individuals.
- Pg 56- Oversee implementation of the Piedmont Project.
- Pg 57- Refine the requirements and timeline for accreditation for LMEs.

.. Group Two – Action:

- Pg 47- Advance the opportunities for people with disabilities and their families to influence the full range of the system- from policy leadership to more discrete operations.
- Pg 48- Publish State Plan 2005.
- Pg 48- Develop new or modify existing rules and statutes that reflect MH/DD/SA reform.
- Pg 52- Support and serve the target populations and continue to evaluate the target populations to determine necessary adjustments.
- Pg 52- Distribute approved service definitions with accompanying provider qualifications and utilization management guidelines.
- Pg 52- Develop plan for systems to transition to new support and service expectations.
- Pg 54- Continue quality improvement efforts to assure model fidelity of supports and services.
- Pg 55- Provide training for LME staff in customer service and rights protection.
- Pg 55- Provide technical assistance for local programs to increase consumer and family participation.
- Pg 56- Implement a new CAP-MR/DD waiver
- Pg 56- Develop Best Practice for self-directed services.
- Pg 58- Develop provider and LME report cards.

- .. Each SCFAC member will create their own educational and action priority list from Chapter 4, State Plan 2004 and submit their top five priorities from each category to the Chair by October 24, 2004.

9. Next Meeting

- .. The next meeting is scheduled for November 4, 2004 from 9:30 A.M.-3:30 P.M. at CenterPoint Human Services in Winston Salem.

10. November Meeting Agenda

- .. Approval of agenda.
- .. Approval of October minutes.
- .. Executive Leadership Team Member presentations.
- .. Priorities Discussion and Formation of a Sub-Committee.
- .. Question and Answer time for Local CFAC.
- .. Increased Public Comment Time in the Afternoon.

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Directions to:

CenterPoint Human Services
4045 University Parkway Avenue
Winston Salem, NC 27106

336-714-9100

From I-40, take I-40 Business (green sign), Take the Cherry Street Exit. Cherry Street becomes University Parkway. Stay on University Parkway (for several miles). Cross over North Point Blvd, and immediately you will see Republic Square on the Right (just past the Bank). Make a right and then a quick left into the parking lot to CenterPoint Human Services.